

# Change to the Vocational Referral Process FAQs

## **What is changing?**

The department has made the decision to limit VRCs to a maximum of three contiguous service locations per VRC ID number in which they may receive State Fund vocational referrals.

## **Why is the Department making this change?**

The rationale for this decision includes the following:

- Workers, employers, and claim managers, will have better access to the vocational provider(s) who are responsible for providing services on the referral.
- Referral system will be simplified by a reduction in the number of VRCs showing up as available to receive referrals in each service location.
- Assigned VRC will be more accountable for services provided

## **Will all providers be required to submit Provider Change Notification Forms?**

No. All interns, out of state counselors, and providers currently listed within three or less contiguous service locations will not need to submit Provider Change Notification Forms.

## **Can I be listed in more branches than service locations?**

Yes. There is no limit to the number of branches to which a provider may be assigned so long as all of the branches are within three contiguous service locations. **Example:** A provider can be listed in the Mount Vernon, Everett, and Seattle service locations and receive referrals in the following branches: Bellevue, Burien, Bothell, Edmonds, Everett, Mount Vernon, and Seattle. **Note:** The Provider Change Notification Forms still requires the same branch Identification information and has added the requirements for listing the associated service location ID # for each branch.

## **What happens to existing referrals?**

Providers currently assigned to open referral(s) will be expected to work the referral to completion.

## **What about forensic referrals?**

Claim managers can send a forensic referral to any VRC with forensic qualifications regardless of the location of the VRC.

**What about Out of State (OOS) providers?**

The requirement for vocational providers to be listed in no more than three contiguous service locations does not apply to OOS providers

**What about the listing of interns?**

Only the intern's primary branch office address needs to be reported on the Vocational Provider Branch Identification Form. Interns currently listed in more than three contiguous service locations are not required to submit updated Provider Notification Change Forms

**Can VRCs and interns not assigned to a referral still provide services anywhere in the state?**

Yes. Only the designation of assigned VRCs is affected by this change. Providers can work and bill on any other assigned VRCs referrals with the exception of forensic cases.

**What is the effective date of submitted changes?**

Changes the provider indicates for branches and associated service locations will become effective upon receipt of the Provider Notification Change Form.

**Can I send the Provider Change Notification Form by fax?**

Yes. The Private Sector Rehabilitation Services (PSRS) fax number is 360/902-6706.

**What if I miss the April 30, 2007 cutoff date for submitting the Provider Change Notification Form?**

You will receive a telephone call and/or letter from PSRS informing you what service locations have been chosen for you unless immediate action is taken.

**What if I receive a referral outside any of my listed service locations?**

You will need to inform the CM that the referral needs to be canceled as ADM 6: Referral made in error. Acceptance of any non-forensic referral outside of a listed service location can be subject to corrective action as per WAC 296-19A-270 (2).

**I work for two firms. Can I be listed in three service locations for one firm and three different service locations for a different firm?**

No. A VRC can only be listed in a total of three service locations per VRC ID#.